



TC - BUREAU DIRECTOR

Characteristics of Work

This is administrative work in which the incumbent serves as director of a bureau of the Mississippi State Tax Commission which has regional, statewide, and/or national responsibility and impact. The work performed involves formulating, directing, and controlling the operations of the bureau staffed with highly specialized professional, technical, and clerical personnel. The incumbent exercises final authority in establishing objectives, standards, and control measures for programs which are major in scope and impact, and which could effect the fiscal integrity of the State general fund and various special funds. Internal and external contacts are made to provide and exchange information and coordinate activities with other local, state, and federal agencies, and other state governments as well as provide assistance to the general public. Work is subject to infrequent review, through conferences and reports, by the Chairman and Commissioner of Revenue, Deputy Commissioner, and Office Director to whom the incumbent reports.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Directs budgeting and accounting activities along with development of budget requests and approval of expenditures for the bureau.

Formulates tax and related policies, rules and regulations for the State of Mississippi.

Makes recommendations on all personnel actions to the Office Director.

Monitors, manages, and coordinates personnel activities within the Bureau.

Serves as a liaison with local, state, and federal agencies and other entities in coordinating activities and sharing information.

Gathers information for the Mississippi Legislature on pending tax-related legislation and prepares drafts of proposed legislation pertaining to tax-related matters and fiscal notes affecting both general and special fund revenues.

Serves as a witness when directed by the courts, providing expert testimony in matters related to the Tax Commission.

Identifies and resolves problems of the bureau and/or agency.

Manages facilities, safeguards assets, ensures security of personnel, and enforces internal control.

Coordinates the tasks of the bureau with other bureaus and/or offices of the agency.

Serves on boards and committees of multi-jurisdictional tax agreements.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Plans, directs, and coordinates the activities of a bureau through professional, technical, and clerical personnel.
2. Maintains effective public relations with other local, state, and federal agencies, other state governments, and the general public, including interpretation and advocacy of Tax Commission policy.
3. Accepts responsibility for the operations of the bureau.

Essential Competencies

The following underlying competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Specific behaviors may be identified and included later by the hiring agency. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

General Public Sector Competencies

Integrity and Honesty: Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

Service Orientation: Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Demonstrates a commitment to quality public service through statements and actions.

Accountability: Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

Self Management Skills: Maintains a positive attitude. Effectively manages emotions and impulses and appropriate balance between personal life and work. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches, shows flexibility to complete job within defined parameters. Is able to lead and follow. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts, copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and resolve conflict situations. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others, mentors.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Provides thorough and accurate information. Asks questions for clarification and to insure understanding. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations.

Self-Development: Is knowledgeable about the task. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Technical Competencies

Workflow and Resource Management: Knows the work of the area of responsibility. Understands the impact of their area of responsibility to the global operation and mission of the agency. Monitors for effective and efficient utilization of resources by subordinates. Prioritizes work assignments. Monitors for deadline compliance. Reviews the work of subordinates for quality and quantity. Ensures coordination of activities of area of responsibility with other entities as required. Performs tasks of immediate subordinates as required to insure effective workflow. Communicates with internal and external customers. Solves problems that arise in day-to-day operations.

Staff Development: Recruits and interviews capable employees. Orients and trains new employees who are immediate subordinates. Monitors employees' performance for training/development needs. Designs development plan for employees. Schedules work to allow for training. Evaluates and rates employee performance. Offers growth opportunities for employees. Recommends personnel actions to upper management.

Initiate Improvements: Continuously assesses work unit for areas of improvement. Formulates and recommends solutions for improvement. Implements solutions for improvement. Informs/trains employees on improvements. Monitors success of solutions for improvement.

Policy Advocate: Has knowledge of agency and employment policies and procedures. Facilitates employees' understanding of policies and procedures. Enforces policies and procedures and recommends disciplinary actions. Develops changes to policies and procedures and recommends to upper management. Monitors for equity of application of policies and procedures.

Bureau Administration: Analyzes resource needs and submits requests to upper management. Manages assets within area of responsibility including, but not limited to, buildings, vehicles and inventory. Provides expert testimony in matters related to the Tax Commission. Represents the interest of the agency in coordinating activities between the agency and internal and external entities. Drafts laws and regulations to submit to the Office or Executive Office level. Makes decisions based on knowledge, experience and judgement within scope of responsibility. Exhibits and inspires commitment to excellence.

Management Competencies

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization. Exhibits the ability to work through challenges and create opportunities. Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to ones level of responsibility. Acts as a settling influence in a crisis.

Macro Oriented: Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Exercises good judgement, makes sound, well informed decisions. Acts as a change agent by initiating and supporting change within the agency.

Working Through Others: Creates effective teams; shows a willingness to get work done through others; supports, motivates and is an advocate for staff. Monitors workloads and provides feedback. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others.

Results Oriented: Identifies, analyzes, and solves problems. Plans effectively to achieve or exceed goals, sets and meets deadlines. Develops standards of performance and knows what and how to measure.

Resource Management: Demonstrates ability to plan, prioritize and organize. Acquires and effectively and efficiently administers and allocates human, financial, material and information resources.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing , identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to sit. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Master's Degree from an accredited four (4) year college or university;

AND

Experience:

Six (6) years in the special experience as defined below, four (4) years of which must have included line or functional administrative or advanced technical supervision;

OR

Education:

A Bachelor's Degree from an accredited four (4) year college or university;

AND

Experience:

Seven (7) years in the special experience as defined below, four (4) years of which must have included line or functional administrative or advanced technical supervision.

Substitution Statement

Certification as a Certified Public Accountant (CPA) may be substituted for two (2) years of the required experience.

Required Documentation:

Applicant must attach a valid copy of his/her transcript or other evidence to verify completion of required course work and copy of CPA certification, when applicable.

Special Experience/Education

Employment must have been in an administrative, professional capacity in an area of work related to the functional responsibility of the Mississippi State Tax Commission and must have directly included supervision and coordination of a variety of functions. Education must be in a field directly related to the functions of the bureau within the agency.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.